



COMMONWEALTH OF MASSACHUSETTS
OFFICE OF CONSUMER AFFAIRS AND BUSINESS REGULATION

**DEPARTMENT OF
TELECOMMUNICATIONS & ENERGY**

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INDUSTRY NOTICE

TO: Massachusetts Telecommunications Carriers
FROM: Department of Telecommunications and Energy
DATE: February 8, 2002
SUBJECT: Customer Notice of Rate Increases

The Department of Telecommunication and Energy ("Department") requires that all telecommunications common carriers subject to its jurisdiction shall provide at least thirty (30) days advance written notice to customers (both business and residential) of any proposed increase in retail rates and/or charges intended to occur on or after May 1, 2002. This action is taken pursuant to M.G.L. 159, § 19, which states in pertinent part:

Unless the department otherwise orders, no change shall be made in any rate, joint rate, fare, telephone rental, toll, classification or charge, or in any rule or regulation or form of contract or agreement in any manner affecting the same as shown upon the schedules filed in accordance with this chapter, except after thirty days from the date of filing a statement with the department setting forth the changes proposed to be made in the schedule then in force and the time when such changes shall take effect, and **such notice to the public as the department orders**, to be given prior to the time fixed in such statement to the department for the changes to take effect.

Notice must be provided through a bill insert, bill message, separate mailing, or similar means. Website postings and toll-free recordings are not sufficient.

Carriers may contact the Department's Telecommunications Division if they have questions about this policy. (617-305-3540)

